

January 16, 2002

To: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne Brathwaite Burke  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: David E. Janssen  
Chief Administrative Officer

**COUNTYWIDE TELECOMMUNICATIONS STRATEGY AND CENTRALIZED SYSTEM  
OVERSIGHT TASK FORCE**

On September 25, 2001, your Board approved a motion that directed the Chief Administrative Officer, Chief Information Officer, Director of Internal Services Department, and affected departments to form a task force to study the feasibility of implementing a countywide telecommunications strategy and centralized system oversight. This task force was formed with representation from the Departments of Chief Administrative Office, Chief Information Office, Internal Services, Child Support Services, Health Services, Regional

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Planning, Registrar-Recorder/County Clerk, Public Social Services, and Public Works. A status report was provided to your Board on November 28, 2001. That report indicated that draft guidelines/strategies were under review and that final guidelines/strategies would be submitted to your Board by early January 2002. Those guidelines/strategies are attached.

The task force has determined that it is feasible and advisable to implement Countywide guidelines/strategies for toll-free numbers used by County departments. When followed/practiced, these guidelines/strategies should minimize scripting problems such as too many menu choices, too much information and directions to non-existent options.

Each Supervisor  
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Unless we hear otherwise, we will presume approval by your Board and disseminate these guidelines/strategies to all departments for implementation. The Auditor-Controller will conduct periodic reviews and report to your Board in instances of non-compliance.

If you have questions, please call me or your staff may call Chiu Lee of my staff at (213) 974-1261.

DEJ:DL  
RLM:CL:lbm

Attachment

c:     Executive Officer, Board of Supervisors  
         County Counsel  
         Chief Information Officer  
         Director, Internal Services  
         Auditor-Controller  
         Director, Child Support Services  
         Director, Health Services

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Registrar-Recorder/County Clerk  
Director, Regional Planning  
Director, Public Social Services  
Director, Public Works